



# FACES.NET



## Frequently Asked Questions

### GENERAL QUESTIONS

**Q1: When will FACES.NET be available?**

**A1:** February 27, 2006.

**Q2: Why are we moving FACES to the web?**

**A2:** Moving FACES to the web accomplishes three objectives:

1. It creates easy access to the system; the web-based system will be accessible from any location where there is internet service.
2. It promotes flexibility, allowing workers to be closer to the communities they serve.
3. It puts CFSA on the technological cusp of the District's Human Services Modernization Program (HSMP).

**Q3: What is HSMP?**

**A3:** Human Services Modernization Program (HSMP) is the Office of the Chief Technology Officer's (OCTO) plan to bring the District's human service agency cluster together in order to facilitate coordination between agencies via web-based technology. **FACES.NET** was designed specifically to this cutting edge District-wide initiative.

**Q4: Will I lose any case information during this transition?**

**A4:** No. All data and information that is currently in FACES will be transferred to **FACES.NET**.

**Q5: Will there be training?**

**A5:** Yes! All users of the FACES system will receive mandatory training. Most training, including case management, will be held in one day sessions from 8:15 a.m. to 5 p.m. Some program areas will train for a half day. Only Child Protection Services training will be held one and a half days. A training schedule is attached. Sign up in FACES today. Please reference your Training Schedule flyer for details.

**Q6: Where will the training be held?**

**A6:** For CFSA case carrying and CPS workers the training will be held at the City-Wide Conference Center at 441 4<sup>th</sup> Street NW (Judiciary Square). Please note that workers must bring their laptops to this location for training. All other trainings will be held at 702 H Street NW in the CISA/FACES offices on the 2<sup>nd</sup> floor.

**Q7: What if I'm a CFSA case carrying or CPS worker but I don't have a laptop?**

**A7:** Contact the FACES Help Desk immediately at 434-0009. You will be given a laptop before the training begins.

**Q8: Will I be able to use the current version of FACES once FACES.NET is implemented?**

**A8:** No, the client-server version of FACES (the current version) will no longer be available.

**Q9: How will FACES.NET be different from the current version of FACES?**

**A9:** Most of the functionality will remain the same. The graphical user interface (GUI), or the "look and feel," has changed. The navigation and screens are streamlined and more user friendly. Some modules of the system are being enhanced to meet CFSA business functions. These enhancement areas include CPS (Intake and Investigation), Provider, Contracts, and Common Framework (e.g. calendar and approvals).

**Q10: What significant changes are there, if any?**

**A10:** The general common framework was changed. General framework refers to functionality that occurs throughout the system. Approvals are good example. The common framework was enhanced in several ways:

- "Approvals" were enhanced by allowing for denials and "send backs".
- "Alerts" will now be transferred with a case. In conjunction with alerts, FACES.NET will be synchronized with the Outlook calendar.
- Cases will no longer require a family assignment if there are no in-home children or no children with a goal of reunification.

**Q11: How were the CPS screens changed?**

**A11:** CPS screens were enhanced in order to:

- Facilitate "real-time" entry of Hotline calls
- Create a report screening decision tool
- Improve the prior history information
- Allow the linking of open investigations
- Improve ability to report on child fatalities
- Create a global person search

**Q12: How were the Providers screens changed?**

**A12:**

- The checklist screen was streamlined to meet the licensing requirements for all types of placement providers; and
- The edits between the Provider and Contracts modules were relaxed to improve the ability to link a provider to a contract.

**Q13: How were Contracts screens changed?**

**A13:**

- Streamlining screens to reflect contracting structure;
- Relaxing the edits between the Provider and Contracts modules;
- Creating a thorough audit trail of contract changes;
- Allowing searches by contract number and tax ID; and
- Improving the screen performance.